

## QUALITY POLICY

**Connect Roads (the Company)** facilitates (and the affiliated Concession Companies manage) the design, construction, financing and operation of highway concessions under the UK PFI and PPP initiative.

It is the Policy of Connect Roads and the Concession Companies to operate a Company Integrated Management System that adopts the approach of the Public Available Specification PAS 99 published by the British Standards Institute.

The Company will establish, implement and maintain a quality management system through third party certification throughout the term of the Company's existence in accordance with BS EN ISO 9001.

In support of the above, the Company considers that Quality improvement can be best achieved on the firm foundation of the quality management system and the Policy is to:-

- Communicate with and ensure all employees understand the importance of this Policy, the Integrated Management System and quality in their work, and accept the requirement to employ only those working practices and behaviour that will assure the required standards of quality in support of our business strategies.
- Nominate specific employees with responsibility for the continuous examination and improvement of the quality management system and continual improvement of service to our clients
- Employ adequate and competent resources to achieve the Company's objectives and continue to develop them to ensure their continued effectiveness.
- Set measurable objectives and targets where appropriate, and review these on a regular basis, which will provide a framework for continual improvement.
- Provide an appropriate work environment and infrastructure to support the achievement of the Company's business and review these on a regular basis.

*Quality is the responsibility of all involved and shall be promoted as part of a natural culture.*

This Policy will be posted on our office notice boards, made available to our people via the Company intranet site and to the public upon request.

Connect Roads will review this Policy on an annual basis to ensure its continued suitability.

Signed



Name:

BR WALKER

Date: 26 March 2014

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Chairman of Connect Roads  
On behalf of the Connect Roads Board